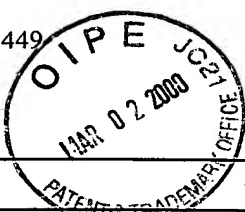


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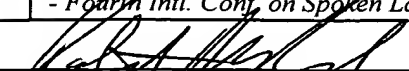
INFORMATION DISCLOSURE CITATION			ATTY. DOCKET NO. 22379-701		SERIAL NO. 09/466,236	
PTO-1449			APPLICANT Partovi et al.			
FILING DATE December 17, 1999			GROUP 2763			



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Rup	5,208,745	5-4-93	Quentin et al.	364	188	6-4-90
	5,283,888	2-1-94	Dao et al.	395	500	8-27-91
	5,463,696	10-31-95	Beernink et al.	382	188	7-5-94
	5,465,378	11-7-95	Duensing et al.	395	800	10-12-93
	5,493,606	2-20-96	Osder et al.	379	67	5-31-94
	5,497,373	3-5-96	Hulen et al.	370	79	3-22-94
	5,600,765	2-4-97	Ando et al.	395	133	10-19-93
	5,632,002	5-20-97	Hashimoto et al.	395	2.4	12-28-93
Rup	5,749,072	5-5-98	Mazurkiewicz et al.	704	275	12-28-95

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✓	WO 98/56154	10/12/98	PCT	H04M	1/64		

OTHER DOCUMENTS (Including Author, Title, Date, Pertinent Pages, Etc.)	
Rvo	<div style="display: flex; align-items: flex-start;"> <div style="width: 20px; text-align: center;">✓</div> <div>Hemphill, Charles T., et al., "Surfing the Web by Voice", Proceedings - ACM Multimedia '95, San Francisco, CA, ACM 0-89791 (Nov. 1995), pp. 215-222.</div> </div> <div style="display: flex; align-items: flex-start;"> <div style="width: 20px; text-align: center;">✓</div> <div>Hemphill, Charles T., et al., "Speech-Aware Multimedia", IEEE Multimedia, IEEE (1996), pp. 74-78.</div> </div> <div style="display: flex; align-items: flex-start;"> <div style="width: 20px; text-align: center;">✓</div> <div>Lau, Raymond, et al., "WebGALAXY: beyond point and click -- a conversational interface to a browser", Computer Networks and ISDN Systems, Vol. 29 (1997), pp. 1385-1393.</div> </div> <div style="display: flex; align-items: flex-start;"> <div style="width: 20px; text-align: center;">✓</div> <div>Zue, Victor W., "Navigating the Information Superhighway Using Spoken Language Interfaces", IEEE Expert, IEEE, October 1995, pp. 39-43.</div> </div> <div style="display: flex; align-items: flex-start;"> <div style="width: 20px; text-align: center;">✓</div> <div>Seneff, Stephanie, et al., "GALAXY-II: A Reference Architecture For Conversational System Development", technical paper, Massachusetts Institute of Technology (1998), 4 pages.</div> </div> <div style="display: flex; align-items: flex-start;"> <div style="width: 20px; text-align: center;">✓</div> <div>Meng, Helen, et al., "WHEELS: A Conversational System in the Automobile Classifieds Domain", Proceedings - Fourth Intl. Conf. on Spoken Language Processing (ICSLP '96), October 1996, pp. 542-545.</div> </div> <div style="display: flex; align-items: flex-start;"> <div style="width: 20px; text-align: center;">✓</div> <div>Goddeau, David, et al., "A Form-Based Dialogue Manager For Spoken Language Applications", Proceedings - Fourth Intl. Conf. on Spoken Language Processing (ICSLP '96), October 1996, pp. 701-704.</div> </div>

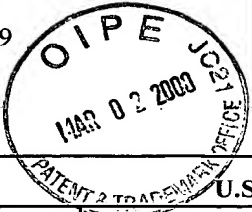
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		APPLICANT Partovi et al.					
		FILING DATE December 17, 1999				GROUP 2763	
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<i>Rup</i>	5,758,322	5-26-98	Rongley	704	275	12-9-94	
	5,761,641	6-2-98	Rozak et al.	704	275	7-31-95	
	5,809,269	9-15-98	Favot et al.	395	376	2-11-97	
	5,819,220	10-6-98	Sarukkai et al.	704	243	9-30-96	
	5,873,064	2-16-99	De Armas et al.	704	275	11-8-96	
	5,875,429	2-23-99	Douglas	704	275	5-20-97	
	5,884,262	3-16-99	Wise et al.	704	270	3-28-96	
	5,884,265	3-16-99	Squitteri et al.	704	275	3-27-97	
	5,884,266	3-16-99	Dvorak	704	275	4-2-97	
	5,893,063	4-6-99	Loats et al.	704	275	3-10-97	
	5,897,618	4-27-99	Loats et al.	704	275	3-10-97	
	5,918,213	6-29-99	Bernard et al.	705	26	12-22-95	
	5,920,841	7-6-99	Schottmuller et al.	704	275	6-25-97	
	5,926,789	7-20-99	Barbara et al.	704	275	12-19-96	
	5,945,989	8-31-99	Freishtat et al.	345	329	3-25-97	
<i>Rup</i>	5,953,392	9-14-99	Rhie et al.	379	88.13	3-1-96	
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<i>Rup</i>	Lieberman, Henry, "Attaching Interface Agent Software to Applications", unpublished draft, Media Laboratory, Massachusetts Institute of Technology, circa 1993, 8 pages.						
<i>Rup</i>	Schmandt, Chris, "Phoneshell: the telephone as computer terminal", as printed in <i>Proceedings of the conference on Multimedia '93</i> , pp. 373-382 (1993).						
<i>Rup</i>	"VoxML 1.0 Language Reference", Revision 1.0a, Motorola, Inc., October 1998, pp. 1-51.						
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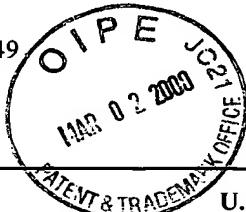
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			FILING DATE December 17, 1999		GROUP 2763	
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<i>Rup</i>	5,359,645	10-25-94	Katz	379	93	5-7-93
<i>Rup</i>	5,799,063	8-25-98	Krane	379	67	8-15-96
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EXAMINER'S INITIALS	PATENT NO.	DATE	COUNTRY	CLASS	SUBCLASS	TRANSLATION YES NO
OTHER DOCUMENTS (Including Author, Title, Date, Pertinent Pages, Etc.)						
<i>Rup</i>	✓	"VoxML 1.0 Application Development Guide", Revision 1.0, Motorola, Inc., September 1998, pp. 1-31.				
	✓	Motorola VoxML Team, "VoxML SDK 1.0a Interim Release Notes", Motorola, Inc., Dec. 1998, 5 pages.				
	✓	VoiceXML Forum, "Voice Extensible Markup Language - VoiceXML", Version 0.9, Aug. 1999, 63 pages.				
	✓	James, Frankie, "AHA: audio HTML access", <i>Computer Networks and ISDN Systems</i> , Vol. 29 (1997), pp. 1395-1404.				
	✓	James, Frankie, "Lessons from Developing Audio HTML Interfaces", <i>Proceedings of The Third Intl. ACM Conf. on Assistive Technologies (ASSETS '98)</i> , ACM Press, April 1998, pp. 27-34.				
	✓	Raman, T.V., "Cascaded speech style sheets", <i>Computer Networks and ISDN Systems</i> , Vol. 29 (1997), pp. 1377-1383.				
	✓	Abrams, Marc, et al., "UIML: an appliance-independent XML user interface language", <i>Computer Networks</i> , Vol. 31 (1999), pp. 1695-1708.				
	✓	VoiceXML Forum, "Voice eXtensible Markup Language (VoiceXML) - Technical Background", copyright AT&T (1999), printed from website "www.vxmlforum.org/tech_bkgnd.html" August 17, 1999, 3 pages.				
	✓	Cover, Robin, "The SGML/XML Web Page - Speech ML", Feb. 22, 1999, printed from website "www.oasis-open.org/cover/speechML.html" August 17, 1999, 2 pages.				
	✓	Cover, Robin, "The SGML/XML Web Page - VoxML Markup Language", Mar. 2, 1999, printed from website "www.oasis-open.org/cover/speechML.html" August 17, 1999, 3 pages.				
	✓	"Call Center Products", Edify Corp., copyright 1994-1999, printed from website "www.edify.com/templates/basic.asp?nodeid=665" August 24, 1999, 1 page.				
	✓	"Financial Services Products", Edify Corp., copyright 1994-1999, printed from website "www.edify.com/templates/basic.asp?nodeid=105" August 24, 1999, 1 page.				
<i>Rup</i>	✓	"Technology Overview", Edify Corp., copyright 1994-1999, printed from website "www.edify.com/templates/basic.asp?nodeid=125" August 24, 1999, 2 pages.				
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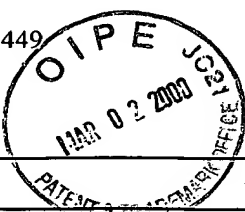

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✓	"Customer List", Edify Corp., copyright 1994-1999, printed from website "www.edify.com/templates/cust_list.asp?nodeid=145" August 24, 1999, 2 pages.				
✓	"Customer Case Studies", Edify Corp., copyright 1994-1999, printed from website "www.edify.com/templates/cust_case_list.asp?nodeid=146" August 24, 1999, 5 pages.				
✓	"Electronic Workforce Overview", Edify Corp., copyright 1994-1999, printed from website "www.edify.com/demos/elec_work_tour/*.html" August 24, 1999, 13 pages.				
✓	"pwWebSpeak: General Information" and "pwWebSpeak Overview", The Productivity Works, copyright 1996-1999, last updated May 20, 1998, printed from website "www.prodworks.com/*.htm" August 19, 1999, 5 pages.				
✓	Raman, T.V., "Emacspeak - Direct Speech Access", <i>Proceedings of The Second Annual ACM Conference on Assistive Technologies (ASSETS '96)</i> , ACM, April 1996, pp. 32-36.				
✓	Krell, Mitchell, et al., "V-Lynx: Bringing the World Wide Web to Sight Impaired Users", <i>Proceedings of The Second Annual ACM Conference on Assistive Technologies (ASSETS '96)</i> , ACM, April 1996, pp. 23-26.				
✓	"The AirFlash Search Engine", AirFlash, Inc., printed from website "www.airflash.com/afad_works_main.html" August 17, 1999, 1 page.				
✓	Zajicek, Mary, et al., "A Web Navigation Tool for the Blind", <i>Proceedings of The Third Annual ACM Conference on Assistive Technologies (ASSETS '98)</i> , ACM, April 1998, pp. 204-206.				
✓	Natural Language Speech Recognition systems from Nuance Communications, printed from website "www.nuance.com/*" August 17, 1999, 9 pages.				
✓	"Nuance 6", product description, Nuance Communications, Menlo Park, CA, (1999), 2 pages.				
✓	"Nuance Developer's Toolkit", Nuance Communications, Menlo Park, CA, (1998), 2 pages.				
✓	V-Commerce™ product overview, introduction and demos, V-Commerce™, printed from website "www.V- Commerce.com/*" August 17, 1999, 11 pages.				
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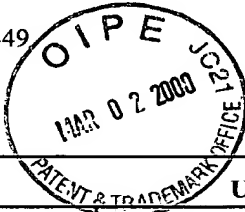
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✓	V-Commerce™ White Paper, Paper No: WP006-0998, V-Commerce™, Menlo Park, CA, Oct. 6, 1998, 8 pgs.						
✓	"Nuance SpeechObjects and V-Commerce Applications", a Nuance white paper, Nuance Communications, Menlo Park, CA, (1999), 13 pages.						
✓	Asakawa, Chieko, et al., "User Interface of a Home Page Reader", <i>Proceedings of The Third Annual ACM Conference on Assistive Technologies (ASSETS '98)</i> , ACM, April 1998, pp. 149-156.						
✓	Bayer, Samuel, "Embedding Speech in Web Interfaces", <i>Proceedings of The Fourth Annual Conference on Spoken Language Processing (ICSLP 96)</i> , October 1996, pp. 1684-1687.						
✓	Kondo, Kazuhiro, et al., "Surfin' The World Wide Web With Japanese", <i>1997 IEEE International Conference on Acoustics, Speech, and Signal Processing</i> , Vol. II of V, April 1997, pp. 1151-1154.						
✓	Corrick, David, et al., "'ELTON' Takes Orders for New Zealand Wines & Spirits", <i>Speech Technology</i> , Sept./Oct. 1988, pp 87-89.						
✓	Mynatt, Elizabeth D., et al., "Mapping GUIs to Auditory Interfaces", <i>proceedings of the Fifth Annual Symposium on User Interface Software and Technology (UIST)</i> , ACM, November 1992, pp. 61-70.						
✓	Gamm, Stephan, et al., "Findings with the Design of a Command-Based Speech Interface for a Voice Mail System", <i>Proceedings of the Third IEEE Workshop on Interactive Voice Technology for Telecommunications Applications (IVTTA-96)</i> , IEEE Communications Society, September 1996, pp. 93-96.						
✓	Markowitz, Judith A., "Using Speech Recognition", Prentice Hall PTR, (1996), 293 pages.						
✓	Life, A., et al., "Data Collection for the MASK Kiosk: WOz vs Prototype System", <i>Proceedings of the Fourth International Conference on Spoken Language Processing (ICSLP 96)</i> , October 1996, pp. 1672-1675.						
✓	Gauvain, J.L., et al., "Speech Recognition for an Information Kiosk", <i>Proceedings of the Fourth International Conference on Spoken Language Processing (ICSLP 96)</i> , October 1996, pp. 849-852..						
✓	Mazor, Baruch, et al., "OASIS - A Speech Recognition System for Telephone Service Orders", <i>Proceedings of the 1994 International Conference on Spoken Language Processing (ICSLP 94)</i> , Sep. 1994, pp. 679-682.						
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<div style="font-size: 2em; font-family: cursive;">Lup</div>	✓	Oerder, Martin, et al., "A Realtime Prototype of an Automatic Inquiry Systsm", <i>Proceedings of the 1994 International Conference on Spoken Language Processing (ICSLP 94)</i> , Sep. 1994, pp. 703-706.				
	✓	Jurafsky, Daniel, et al., "The Berkeley Restaurant Project", <i>Proceedings of the 1994 International Conference on Spoken Language Processing (ICSLP 94)</i> , Sep. 1994, pp. 2139-2142.				
	✓	Fugitt, Mitchell L., "A Voice Actuated Data Entry System for Analytical Data Collection", <i>Speech Technology</i> Oct./Nov. 1989, pp. 26-29.				
	✓	Chien, Lee-Feng, et al., "Internet Chinese Information Retrieval Using Unconstrained Mandarin Speech Queries Based on A Client-Server Architecture and A PAT-tree-based Language Model", <i>1997 IEEE Intl. Conference on Acoustics, Speech, and Signal Processing</i> , Vol. II of V, April 1997, pp. 1155-1158.				
	✓	Walker, Marilyn A., et al., "What Can I Say?: Evaluating a Spoken Language Interface to Email", <i>Human Factors in Computing Systems (CHI-98), Conference Proceedings</i> , ACM Press, April 1998, pp. 582-589.				
	✓	Schmandt, Chris, et al., "Augmenting a Window System with Speech Input", <i>IEEE</i> , August 1990, pp. 50-55.				
	✓	Rudnick, Alexander I., et al., "SpeechWear: A mobile speech system", <i>Proceedings of the Fourth International Conference on Spoken Language Processing (ICSLP 96)</i> , October 1996, pp. 538-541.				
	✓	Mellor, B.A., et al., "Evaluating Automatic Speech Recognition as a Component of a Multi-Input Device Human-Computer Interface", <i>Proceedings of the Fourth International Conference on Spoken Language Processing (ICSLP 96)</i> , October 1996, pp. 1668-1671.				
	✓	Katsuura, Makoto, et al., "The WWW Browser System with Spoken Keyword Recognition", <i>Transactions of Information Processing Society of Japan</i> , Vol. 40, No. 2, Feb. 1999, pp. 443-452.				
	✓	Asakawa, Chieko, et al., "User Interface of a Non-visual Web Access System", <i>Transactions of Information Processing Society of Japan</i> , Vol. 40, No. 2, Feb. 1999, pp. 453-459.				
<div style="font-size: 2em; font-family: cursive;">Rup</div>	✓	Nakajima, Hideharu, et al., "Multimodal Interaction with WWW Browsers - An Interface Using Mouse Movement and Voiced Command", <i>Transactions of Information Processing Society of Japan</i> , Vol. 39, No.42, Apr. 1998, pp. 1127-1136.				
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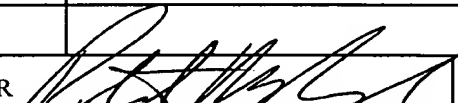
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✓	Graziani, Paolo, et al., "Screen Reader for Windows Based on Speech Output", <i>Computers for Handicapped Persons, Proceedings of the 4th International Conference (ICCHP '94)</i> , Sept. 1994, pp. 96-100.				
✓	Boyd, F.W., Jr., "The Story of Tootie", <i>Proceedings - AVIOS '88, Voice I/O Systems Applications Conference</i> , October 1988, 4 pages.				
✓	Brooks, Rodney, et al., "Voice Controlled Telephone Banking", <i>Proceedings - AVIOS '88, Voice I/O Systems Applications Conference</i> , October 1988, 6 pages.				
✓	"American Express Credit Authorization Voice Response System", <i>Proceedings - AVIOS '87, Voice I/O Systems Applications Conference</i> , October 1987, pp. 171-174.				
✓	Hein, J. Rand, "Customer Service Applications Using Voice Response And Agent Automation in a Banking Environment", <i>Proceedings - AVIOS '89, Voice I/O Systems Applications Conference</i> , Sep. 1989, pp. 9-14.				
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✓	Mazor, B., et al., "The design of speech-interactive dialogs for transaction-automation systems", <i>Speech Communication</i> , Vol. 17 (1995), pp. 313-320.				
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✓	Quan, Margaret, "Application moves voice recognition out of expert realm", <i>Electronic Engineering Times</i> , Aug. 16, 1999, p. 60.				
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<i>Rep</i>	"CNN - No clicking, no buttons: com...ers 'speech sites' - July 30, 1999", printed from website "www.cnn.com/TECH/ptech/9907/30/voicerec/" August 25, 1999, 4 pages.						
	"Buyer's Guide 2000", Computer Telephony, August 1999, advertisements for "envox", "VisualVoice 5.0" (Artisoft), "CallSuite Starter Bundle (Parity Software)", "PRONEXUS", "Infinity System (Amtelco)", "Lucent Speech Solutions (Lucent Technologies)", "SpeechWorks" and others, 10 pages.						
<i>Rep</i>	Schmandt, Chris, "Phoneshell: the Telephone as Computer Terminal", ACM Multimedia 1993, pp. 373-382.						
	Lieberman, Henry, "Attaching Interface Agent Software to Applications", circa 1997, 8 pages.						
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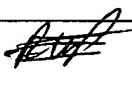

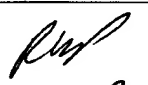
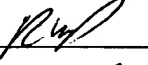


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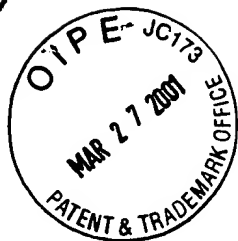
INFORMATION DISCLOSURE CITATION		ATTY. DOCKET NO.		SERIAL NO.			
PTO-1449		22379-701		09/466,236			
		APPLICANT Partovi et al.					
		FILING DATE Dec. 17, 1999		GROUP 2768			
U.S. PATENT DOCUMENTS							
EXAMINER'S INITIALS	PATENT NO.	DATE	NAME	CLASS	SUBCLASS	FILING DATE	
FOREIGN PATENT DOCUMENTS							
EXAMINER'S INITIALS	PATENT NO.	DATE	COUNTRY	CLASS	SUBCLASS	TRANSLATION	
						YES	NO
Ruf	0 859 500 A2	19/08/98	Europe	H04M	3/50	<input type="checkbox"/>	<input type="checkbox"/>
	0 847 179 A2	10/06/98	Europe	H04M	7/00	<input type="checkbox"/>	<input type="checkbox"/>
Ruf	0 889 627 A2	07/01/99	Europe	H04M	3/50	<input type="checkbox"/>	<input type="checkbox"/>
						<input type="checkbox"/>	<input type="checkbox"/>
						<input type="checkbox"/>	<input type="checkbox"/>
OTHER DOCUMENTS (Including Author, Title, Date, Pertinent Pages, Etc.)							
Ruf	Busch, M. et al., "Optimal Telephone Line Allocation of Voice ADS System", <i>Proceedings of the 1993 Winter Simulation Conference</i> , December 12-15, 1993, pp. 1359-1360.						
Ruf	Hindus, D. et al., "Capturing, Structuring, and Representing Ubiquitous Audio", <i>ACM Transactions on Information Systems</i> , Vol. 11, No. 4, Oct. 1993, pp. 376-400.						
Ruf	Hundus, D. et al., "Ubiquitous Audio: Capturing Spontaneous Collaboration", <i>Proceedings of the Conference on Computer-Supported Cooperative Work</i> , November 1992, pp. 210-217.						
Ruf	Resnick, P., "HyperVoice - A Phone-Based CSCW Platform", <i>Proceedings of the Conference on Computer-Supported Cooperative Work</i> , November 1992, pp. 218-225.						
Ruf	Resnick, P., "Phone-Based CSCW: Tools and Trials", <i>ACM Transactions on Information Systems</i> , Vol. 11, No. 4, Oct. 1993, pp. 401-424.						
Ruf	Resnick, P. et al., "Skip and Scan: Cleaning Up Telephone Interfaces", <i>CHI '92 Conference Proceedings - ACM Conference on Human Factors in Computing Systems</i> , May 1992, pp. 419-426.						
Ruf	Schmandt, C., "Phoneshell: the Telephone as Computer Terminal", <i>Proceedings ACM Multimedia 93</i> , August 1993, pp. 373-382.						
Ruf	Bolt, R., "'Put-That-There': Voice and Gesture at the Graphics Interface", <i>SIGGRAPH '80 Conference Proceedings, Quarterly Report of SIGGRAPH-ACM</i> , July 1980, pp. 262-270.						
EXAMINER				DATE CONSIDERED 4/29/02			

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<b>INFORMATION DISCLOSURE CITATION</b>  <b>PTO-1449</b>			ATTY. DOCKET NO. 22379-701		SERIAL NO. 09/466,236		
			APPLICANT Partovi et al.				
			FILING DATE Dec. 17, 1999		GROUP 2768		
<b>U.S. PATENT DOCUMENTS</b>							
EXAMINER'S INITIALS	PATENT NO.	DATE	NAME	CLASS	SUBCLASS	FILING DATE	
<b>FOREIGN PATENT DOCUMENTS</b>							
EXAMINER'S INITIALS	PATENT NO.	DATE	COUNTRY	CLASS	SUBCLASS	TRANSLATION	
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<b>OTHER DOCUMENTS (Including Author, Title, Date, Pertinent Pages, Etc.)</b>							
	Brown, M., "Surf and Speak Services", <i>PC Magazine</i> , March 21, 2000, p. 64						
	Hemphill, C. et al., "Surfing the Web by Voice", <i>Proceedings of ACM Multimedia '95</i> , November 1995, pp. 215-222.						
	Rudnick, A. et al., "Spoken language recognition in an office management domain", <i>ICASSP '91, International Conference on Acoustics, Speech, And Signal Processing</i> , May 1991, pp. 829-832.						
	"Integrated Audio-Graphics User Interface", <i>IBM Technical Disclosure Bulletin</i> , April 1991, pp. 368-371.						
	"Voice Augmented Menu Automated Telephone Response System", <i>IBM Technical Disclosure Bulletin</i> , Feb. 1995, pp. 57-62.						
	"Speech Recognition - Kurzweil Brings Voice Dictation to Windows", <i>BYTE Magazine</i> , August 1994, p. 48.						
EXAMINER				DATE CONSIDERED			

EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.



#10

Attorney Docket No.: TLME-99-001.2

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**  
**Patent Application****RECEIVED**

MAR 30 2001

Technology Center 2100

Inventor(s): Partovi et al.

Group Art Unit: 2768

Filed: 12/17/99

Examiner:

Serial No.: 09/466,236

Title: METHOD AND APPARATUS FOR ELECTRONIC COMMERCE USING A TELEPHONE  
INTERFACE**Form 1449****U.S. Patent Documents**

Examiner Initial	No.	Patent No.	Date	Patentee	Class	Sub-class	Filing Date
<i>[Signature]</i>	A	6,067,348	05/23/00	Hibbeler	379	88.16	08/04/98
<i>[Signature]</i>	B	5,915,001	02/22/99	Uppaluru	379	88.22	11/14/96
<i>[Signature]</i>	C	5,918,213	06/29/99	Bernard	705	26	12/22/95
<i>[Signature]</i>	D	5,758,322	05/26/98	Rongley	704	275	12/09/94

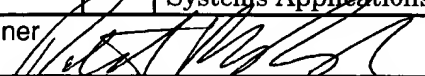
**Foreign Patent or Published Foreign Patent Application**

Examiner Initial	No.	Document No.	Publication Date	Country or Patent Office	Class	Sub-class	Translation	
							Yes	No
<i>[Signature]</i>	E	WO 98/56154	12/10/98	PCT	H04M	1/64	X	

**Other Documents**

Examiner Initial	No.	Author, Title, Date, Place (e.g. Journal) of Publication
<i>[Signature]</i>	F	B. Mazar et al., "THE DESIGN OF SPEECH-INTERACTIVE DIALOGS FOR TRANSACTION-AUTOMATION SYSTEMS", 02/17/95, GTE Laboratories Inc., 40 Sylvan Rd., Waltham MA 02254, USA
<i>[Signature]</i>	G	Gardner-Bonneau, "HUMAN FACTORS AND VOICE INTERACTIVE SYSTEMS", 1999, Kluwer Academic Publishers, 101 Philip Dr., Norwell, MA 02061 USA
<i>[Signature]</i>	H	Mazar et al., "OASIS- A SPEECH RECOGNITION SYSTEM FOR TELEPHONE SERVICE ORDERS", 1994, GTE Laboratories Inc., 40 Sylvan Rd., Waltham MA 02254, USA
<i>[Signature]</i>	I	Hemphill et al., "SPEECH-AWARE MULTIMEDIA", Spring 1996, IEEE Multimedia
<i>[Signature]</i>	J	Lau et al., "WEBGALAXY: BEYOND POINT AND CLICK - A CONVERSATIONAL TO A BROWSER", 1997, Computer Networks and ISDN Systems 29
<i>[Signature]</i>	K	"VOXML 1.0 APPLICATION DEVELOPMENT GUIDE", 09/98, Motorola, Inc., Consumer Applications and Services Division, 55 Shurman Blvd., Ste. 600, Naperville, IL 60563 USA
<i>[Signature]</i>	L	Hemphill et al., "SURFING THE WEB BY VOICE", 11/95, ACM Multimedia '95, San Francisco, CA
<i>[Signature]</i>	M	Corrick et al., "ELTON' TAKES ORDERS FOR NEW ZEALAND WINES & SPIRITS", Sept./Oct. 1998, Speech Technology
<i>[Signature]</i>	N	"AMERICAN EXPRESS CREDIT AUTHORIZATION VOICE RESPONSE SYSTEM", AVIOS '87 Voice I/O Systems Applications Conference, Radisson Mark Plaza Hotel, Alexandria, VA



Ref Ref Ref Ref Ref	O	"CALL CENTER PRODUCTS", Edify Corporation, <a href="http://www.edify.com">http://www.edify.com</a>
	P	Meng et al., "WHEELS: A CONVERSATIONAL SYSTEM IN THE AUTOMOBILE CLASSIFIEDS DOMAIN", 10/96, ICSLP 96
	Q	Brooks et al., "VOICE CONTROLLED TELEPHONE BANKING", 10/88, AVIOS '88 Voice I/O Systems Applications Conference
	R	"V-COMMERCE- THE V-COMMERCE ALLIANCE!", <a href="http://www.V-Commerce.com">http://www.V-Commerce.com</a>
	S	"V-COMMERCE- WHITE PAPER", 10/6/98, Nuance Communications
	T	Hein, "CUSTOMER SERVICE APPLICATIONS USING VOICE RESPONSE AND AGENT AUTOMATION IN A BANKING ENVIRONMENT", AVIOS '89 Voice I/O Systems Applications Conference
Examiner 		Date Considered 4/25/02

Examiner: Initial citation considered. Draw line through citation if not in conformance and not considered.  
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